

Communications

Mission:

Provide the first point of contact for the public to report an emergency, to dispatch appropriate resources and personnel, and to support operations through an ever-changing state-of-the-art, comprehensive communications infrastructure.

Goals:

- Answer calls using Enhanced 911 System and dispatch appropriate personnel/equipment to emergency and non-emergency scenes using numerous radio systems and Computer Aided Dispatch System. Monitor intrusion/fire alarms for County buildings, receive and dispatch intrusion and fire alarms received from central stations for commercial businesses/private residences.
- Coordinate mutual aid responses with adjacent localities/military installations and maintain liaison with organizations using the Emergency Communications Center.
- Coordinate with Sheriff's Office Personnel the hardcopy and data entry for all warrants Countywide.
- Answer and process all calls received from emergency cellular call boxes; all after-hour calls for County services and dispatch appropriate on-call workers; respond to Surry and National Warning Systems Instaphones; provide pre-arrival emergency medical instructions.
- Coordinate the acquisition, location, and maintenance of tower sites, emergency radio and cellular communications equipment and resources; ensure compliance with all applicable rules, regulations, ordinances, and professional practices governing emergency communications.

Implementation Strategies for FY2003:

- Continue to deploy Phase 2 (location technology) to receive E-911 wireless calls.
- Proceed with implementation of the communications system upgrade process.

Budget Issues:

- In FY1999, two telecommunicator positions were created by a reduction in funding for work-as-required employees and overtime.
- In FY 2000, a telecommunicator position was established and additional funding was provided for radio maintenance. The State authorized funding for the implementation of a Wireless E-911 program. Additional funding for equipment and additional telecommunications position was appropriated during FY2000.
- In FY2001, funding was approved for additional maintenance service contracts for equipment and continued support for the Wireless E-911 program.
- In FY2002, additional funding was provided for two telecommunicator positions.
- For FY2003, additional funding was approved for a telecommunicator position to be partially funded through the Wireless E-911 program.

| General Fund Expenditures | FY1999 Actual Expenditures | FY2000 Actual Expenditures | FY2001 Actual Expenditures | FY2002 Original Budget | FY2002 Expected Appropriations | FY2003 Adopted Budget |
|-----------------------------|----------------------------------|----------------------------------|----------------------------------|------------------------------|--------------------------------------|-----------------------------|
| 30356 Communications | | | | | | |
| Personnel Services | 447,817 | 474,811 | 541,951 | 609,604 | 609,604 | 668,720 |
| Contractual Services | 19,052 | 66,131 | 25,738 | 39,200 | 39,200 | 46,500 |
| Internal Services | 48,803 | 5,856 | 54,144 | 55,320 | 55,320 | 11,630 |
| Other Charges | 47,658 | 55,835 | 62,043 | 65,500 | 65,500 | 71,900 |
| Materials & Supplies | 4,028 | 7,730 | 5,432 | 9,550 | 9,550 | 9,550 |
| Leases & Rentals | 66,713 | 69,634 | 69,924 | 69,700 | 69,700 | 69,700 |
| Capital Outlay | <u>18,372</u> | <u>21,311</u> | <u>689</u> | <u>6,400</u> | <u>6,400</u> | <u>3,500</u> |
| Activity Total | <u>652,443</u> | <u>701,308</u> | <u>759,921</u> | <u>855,274</u> | <u>855,274</u> | <u>881,500</u> |
| Percentage Change | 11.05% | 7.49% | 8.36% | 12.55% | N/A | 3.07% |

FTE's

| | | | | | | |
|------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Management | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Professional/Technical | 11.00 | 11.00 | 11.50 | 13.50 | 13.50 | 14.00 |
| Admin/Clerical | - | - | - | - | - | - |
| Specialized Safety | - | - | - | - | - | - |
| Total | <u>12.00</u> | <u>12.00</u> | <u>12.50</u> | <u>14.50</u> | <u>14.50</u> | <u>15.00</u> |

